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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Re Patent Application of:

Justin Broughton, et al.

Application No.: 09/774,944

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For: DIGITAL MULTIMEDIA
CONTACT CENTER

Commissioner for Patents
Washington, D.C. 20231

Examiner: Unassigned

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INFORMATION DISCLOSURE STATEMENT

Sir:

Enclosed is a copy of Information Disclosure Citation Form PTO-1449 together with copies of the documents cited on that form. It is respectfully requested that the cited documents be considered and that the enclosed copy of Information Disclosure Citation Form PTO-1449 be initialed by the Examiner to indicate such consideration and a copy thereof returned to applicant(s).

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail with sufficient postage in an envelope addressed to the Assistant Commissioner for Patents, Washington, D. C. 20231 on SEPTEMBER 7, 2001
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SEPTEMBER 7, 2001
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Pursuant to 37 C.F.R. § 1.97, the submission of this Information Disclosure Statement is not to be construed as a representation that a search has been made and is not to be construed as an admission that the information cited in this statement is material to patentability.

Pursuant to 37 C.F.R. § 1.97, this Information Disclosure Statement is being submitted under one of the following (as indicated by an "X" to the left of the appropriate paragraph):

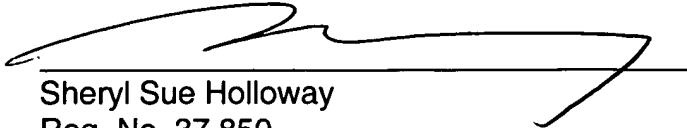
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- (1) A statement pursuant to 37 C.F.R. §1.97(e);
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If there are any additional charges, please charge Deposit Account No. 02-2666.

Respectfully submitted,

BLAKELY, SOKOLOFF, TAYLOR & ZAFMAN LLP

Dated: Sept. 7, 2001


Sheryl Sue Holloway
Reg. No. 37,850

Customer No. 008791
12400 Wilshire Blvd.
Seventh Floor
Los Angeles, CA 90025-1026
(408) 720-8598